



# ***Coming Out of the Closet:*** **Summit on Hoarding** **in Orange County**

**June 3, 2004 • 8:00 a.m.–3:45 p.m.**  
**Ruby Gerontology Center, CSU Fullerton**

**Offering six CEUs: BRN, LCSW, MFT, MCLE, NHAP, RCFE, EMS, PhD**

## **Purpose of the Seminar**

Hoarding is recognized as both an individual mental health issue and a public health problem. Hoarding causes safety and health hazards, and impacts families, neighbors, and many different community, district, city and county resources. This seminar is for service providers including fire and code enforcement officials, senior housing representatives, animal control personnel, health, social and senior service workers who encounter hoarding behaviors during the course of fulfilling their professional responsibilities.

## **Conference Goals**

- Raise awareness of the problem of hoarding
- Examine the extent of the problem in Orange County
- Discuss various methods of intervention
- Reduce stigma associated with people who suffer this disorder
- Explore traditional and non-traditional resources
- Build collaborative relationships between agencies in order to maximize resources
- Determine if there is a need for an ongoing task force on hoarding

## **Learning Objectives**

Upon completion of this conference, participants will be better able to:

- 1) Define hoarding behavior and differentiate between hoarding, cluttering, and general environmental neglect
- 2) Explain self perceptions of hoarders and how to use self perception as an avenue of intervention
- 3) Be aware of transference issues and their potential negative effects on helping hoarders
- 4) Discuss numerous types of intervention methods
- 5) Identify community resources

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## **PROGRAM AGENDA**

- 7:30 A.M.–8:00 A.M.**     **Registration, Networking & Continental Breakfast**
- 8:00 A.M.–8:15 A.M.**     **Welcome/Overview of Objectives**
- 8:15 A.M.–9:45 A.M.**     **“Human Hoarding Behavior: Improving Outcomes”**  
*Jonnae Ostrom, LCSW*  
Therapist in Private Practice
- 9:45 A.M.–10:00 A.M.**     **Break**
- 10:00 A.M.–11:00 A.M.**     **“Pack Rat Syndrome—The New Role of Code Enforcement Officers”**  
*Dennis Bogard, Fire Inspector II*  
Los Angeles Fire Department
- 11:00 A.M.–11:30 A.M.**     **“Home as a Sacred Space”**  
*Roseanne Kotzer, MSW, ACSW*  
Geriatric Advocate, Educator  
HCA Older Adult Services, Senior Health Outreach  
Prevention Program & START
- 11:30 A.M.–12:15 P.M.**     **Hosted Lunch**
- 12:15 P.M.–12:45 P.M.**     **“Prosecuting Hoarders”**  
*Greg Palmer, Esq., City Attorney*
- 12:45 P.M.–1:15 P.M.**     **“Helping Hoarders Organize”**  
*Jane Reifer*  
National Association of Professional Organizers
- 1:15 P.M.–1:45 P.M.**     **Panel: Recovering Clutterers**
- 1:45 P.M.–2:00 P.M.**     **Break**
- 2:00 P.M.–2:30 P.M.**     **Model Program**  
• *Brea Code Enforcement & Senior Outreach*  
• *Roger Gary, Code Enforcement Officer, City of Brea*  
• *Virginia Baxley, Senior Outreach Coordinator, City of Brea*
- 2:30 P.M.–3:30 P.M.**     **Resource Panel**  
• Animal Control                             • Mental Health  
• Adult Protective Services             Older Adult Services  
• Vector Control
- 3:30 P.M.–3:45 P.M.**     **Wrap-Up: “When a Little Isn’t Enough”**

## **CONTINUING EDUCATION CREDIT**

**BBS-LCSW/MFT**—Course meets the qualifications for six (6) hours of continuing education credit for MFTs and/or LCSWs as required by the California Board of Behavioral Sciences. BBS Continuing Education Provider No. PCE 2300.

**BRN**—The Council on Aging-Orange County [Provider] is approved by the California Board of Registered Nursing, Provider Number CEP 8029 for six (6) contact hours.

**EMS**—The course is approved for pre-hospital care providers for 6.0 contact hours. The OCEMS provider number is 30-0001.

**Six CE credits are available for psychologists**—The County of Orange Health Care Agency is an approved provider of continuing education credits for the American Psychological Association. The Orange County Health Care Agency maintains responsibility for the programs.

### **Pending Applications for Continuing Education Credit**

**NHAP**—An application for Course Approval has been submitted to the Nursing Home Administrator Program for six (6) hours of continuing education credit. NHAP Provider Number: CEP1610.

**RCFE**—A Request for Course Approval has been submitted to the Department of Social Services, Administrator Certification Section for six (6) hours RCFE Continuing Education credit. Vendor Number: 1000319-740-2.

**MCLE**—The Council on Aging-Orange County certifies that an application is pending for approval of this activity for MCLE credit (6) hours by the State Bar of California.

**For additional information regarding all CEUs, please contact:**

**Penni McRoberts, CEU Administrator**—Telephone (714) 479-0107; pmcroberts@coaoc.org

## **FACULTY BIOGRAPHIES**

### **– Virginia Baxley, RN –**

Ms. Baxley is the Community Services Supervisor and Care Manager at the Brea Senior Center. Ms. Baxley oversees the case management, homemaker and home delivered meals programs. She has worked with seniors for over 16 years and has had many opportunities to intervene with seniors experiencing difficulties with hoarding.

### **– Dennis Bogard –**

Inspector Bogard has been with the Los Angeles Fire Department for 34 years. He was a Paramedic for 26 years prior to assuming his current responsibilities as Hazardous Refuse Abatement Coordinator. Inspector Bogard's program has gained national recognition through his successful work with individuals with hoarding disorder. He currently is monitoring about 900 hoarding situations throughout the city. He works closely with the Los Angeles Department of Housing, The Department of Building and Safety, LA Co. Health, LA Co. Mental Health (GENESES Program) and other agencies throughout the city, and state in dealing with those affected with the hoarding disorder.

### **– Roger Gary –**

Mr. Gary is the Code Enforcement Officer for the City of Brea, population 35,500. During his 19 years in this capacity Mr. Gary has been responsible for following up complaints of substandard housing and developing neighborhood preservation efforts. He has also been responsible for occupancy approvals for commercial and industrial properties. He has been involved in approximately 40 instances of hoarding in his community.

### **– Roseanne Kotzer, MSW, ACSW –**

Ms. Kotzer received her Master's Degree from the Boston University School of Social Work where she majored in Community Organization and Group Work, with a minor in Casework. She is the Geriatric Advocate/Educator for the Orange County Health Care Agency, Older Adult Services, the Senior Health Outreach & Prevention Program and the Substance Abuse Resource Team. She has worked, professionally, as a social work clinician, college instructor and trainer since 1966. Her advocacy efforts, on behalf of older adults with behavioral health issues include memberships on a variety of key county/community committees and Boards. She is also on the teaching faculty of the American Society on Aging.

### **– Jonnae Ostrom, LCSW –**

Ms. Ostrom is one of the first professionals to take a closer look at human hoarding behavior having coauthored an article published in 1990 in *Psychology Today* titled “Pack Rats: World Class Savers.” Ms. Ostrom has worked with hundreds of hoarders and their family members and facilitated support groups for savers. She has lectured and presented in-service program on hoarding behavior for therapists, county health departments, code enforcement, fire departments and the general public. In addition to her private practice, she is the Associate Director Clinical Services for the Orange Caregiver Resource Center, serving caregivers of brain-impaired adults.

### **– Gregory P. Palmer, JD –**

Mr. Palmer has acted as an Assistant City Prosecutor for 10 cities in Southern California. In addition to his expertise in the field of code enforcement prosecution, he has also lectured to groups on other topics such as civil liability, sexual harassment and excessive force and discipline. Before entering the practice of law, Mr. Palmer was a police officer for 10 years in La Palma. In 1998, Mr. Palmer and the members of the Buena Park Neighborhood Improvement Task Force were nominated for the Orange County Human Relations Commission's Community-Oriented Policing Award. Mr. Palmer is a member of the law offices of Jones & Mayer, a firm that specializes in providing counsel to public entities throughout California.

### **– Jane Reifer –**

Ms. Reifer is founder and owner of Clutter Control Organizing Services (CCOS), a private company in Fullerton that provides hands-on organizing consultations for businesses and individuals throughout Southern California. Ms. Reifer's specialties include business and residential paperwork, and severe clutter (“hopeless” cases). Frequently her goal is to reduce stress caused by clutter and feelings of being overwhelmed, and to assist in preventing job loss, rental evictions and house condemnations. She has been a member of the National Association of Professional Organizers (NAPO) since 1991 and has been the Vice President (1995–1997) and Program Director (1993–1995) of the Los Angeles Chapter of the NAPO. She is the founder of the Organizers Network of Orange County, which she organized in 1995.

## REGISTRATION INFORMATION

**Registration Deadline: May 20, 2004.** Registration will be available at the door after May 20 subject to seating availability. Seating is limited! Early Registration is advised.

**How to Register: Please complete the registration form and mail it with fees to:** Council on Aging—Orange County, 1971 E. 4th Street, Suite 200, Santa Ana, CA 92705.

**You may FAX your registration to:** (714) 479-0234 if you are paying by credit card.

**Parking:** Parking fees are included in registration fees. Parking Passes will be available from the parking volunteers wearing safety vests in Lot E adjacent to the Gerontology Center between 7:30 a.m. and 8 a.m. on June 3.

**Campus map:** <http://parking.fullerton.edu/default.htm>

**Participant Materials:** Each participant will receive a set of course materials.

**Refund Policy:** No refunds will be given after May 30, three (3) working days prior to the seminar, however an alternative participant is welcomed. Cancellations are subject to a \$20 processing fee.

**Registration:** On-site check-in will begin thirty (30) minutes prior to the seminar.

### Registration and Continuing Education Fees:

Registration on or before May 20: .....\$25 per person/\$75 with CEUs  
Registration after May 20: .....\$45 per person/\$95 with CEUs  
Add \$20 for dual discipline certificates.

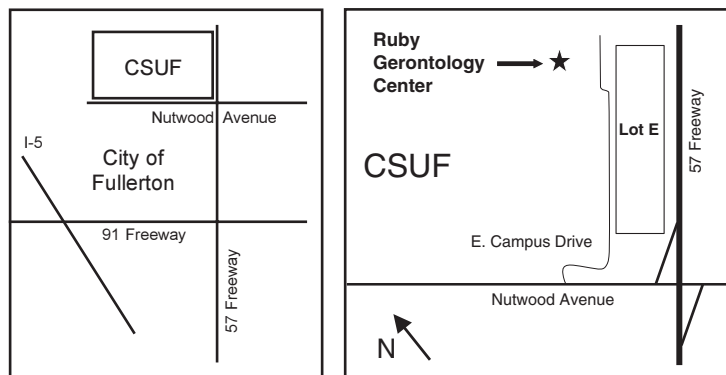
**Fees include cost of the conference, parking, continental breakfast, box lunch, afternoon snack and materials.**

## LOCATION OF THE SEMINAR

The Summit on Hoarding will be held at the Ruby Gerontology Center at CSU Fullerton, located west of the 57 freeway between Nutwood Avenue and Yorba Linda Blvd.

**Driving Directions:** From the 57 Freeway, exit at Nutwood Avenue. Turn West. Turn right at the first opportunity to enter the CSUF campus. Follow East Campus Drive about one half mile until you see the sign indicating the Ruby Gerontology Center. The Center will be to your left. Obtain parking pass from attendant wearing safety vest and place on dash. Park in Lot E on your right.

## LOCATION MAP



## REGISTRATION FORM

Registration Deadline: May 20 .....\$25  
Registration after May 20: .....\$45  
Six (6) hours of Continuing Education Units .....\$50 .....\$50

### will be offered for:

**(Please circle one)** LCSW MFT RN MCLE EMS

Credit pending for NHAP and RCFE

Dual Discipline Certificates .....\$20 .....\$20

**Total Fee Included:** \$ \_\_\_\_\_ \$ \_\_\_\_\_

License # \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City/Zip \_\_\_\_\_

Business Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email: \_\_\_\_\_

Enclosed is my check for \$ \_\_\_\_\_

(or to charge by fax 714-479-0234)

Credit Card Type: ☐ Mastercard ☐ Visa

Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Card Holder Name \_\_\_\_\_

Signature \_\_\_\_\_

☐ Vegetarian Lunch requested.

☐ Do **NOT** list my name/title/agency/business phone number on the list of registrants which will be distributed to workshop attendees.

### REGISTRATION DEADLINE—MAY 20, 2004

**Make checks payable with completed form and mail to:**

Council on Aging—Orange County  
1971 East Fourth Street, Suite 200  
Santa Ana, CA 92705

**For more Registration information call:**

(714) 479-0107

**To charge by fax:**

(714) 479-0234

**Questions concerning the conference call:**

Mark Odom, LCSW  
(714) 972-3700

County of Orange  
Health Care Agency  
Older Adult Services  
P.O. Box 355  
Santa Ana, CA 92702

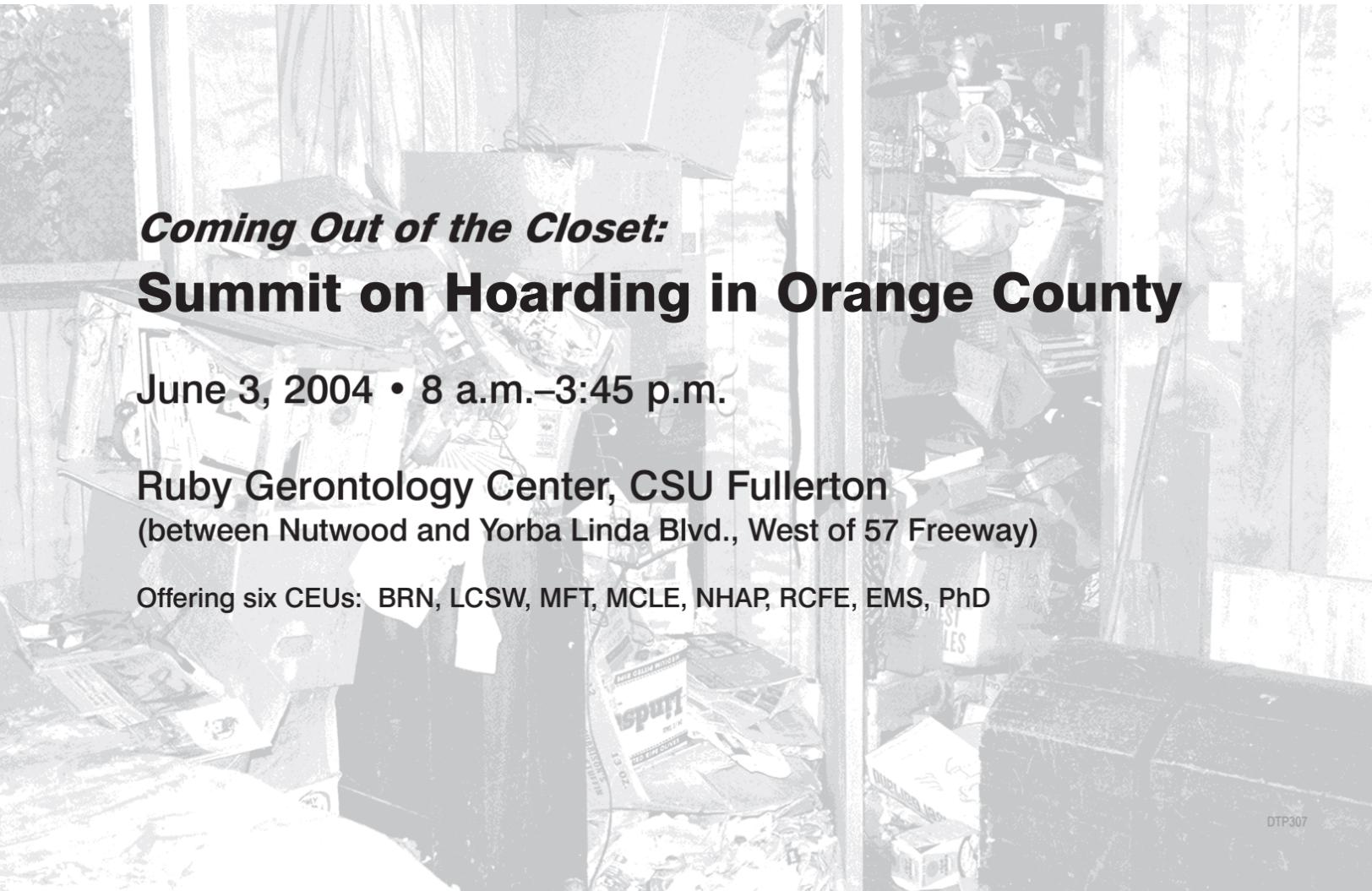
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